

# **Cancellation Policy**

All session down payments and studio fees are non-refundable. Canceling within 24 hours before the session will require the total lesson charges to be due immediately by the next business day, with no down payment refund. The complete lesson charge does not apply to any lessons canceled 24 hours before the session. If the client wishes to reschedule their session within 24 hours' notice, a new down payment is required for the new booking. If the client reschedules with more than 24 hours' notice, no new down payment will be required; however, this may not easily guarantee a near-future booking depending on the current studio schedule. In a session reschedule, studio fees still apply. Additionally, studio fees apply if the client reschedules their session from a virtual or 1 East Harlem to a studio location.

If the session is canceled by the instructor within 24 hours' notice, the instructor will reschedule the session for free, with no new down payment or remaining lesson fee will be required. If the session is canceled or rescheduled by the instructor more than 24 hours in advance, no new down payment will be required, and the remaining session fee will still apply. If the instructor reschedules to a virtual format or One East Harlem location from a studio location, the studio fee will be deducted from the remaining session fee. The instructor will be responsible for any new studio fees incurred by a reschedule.